



**City of Duluth
Management Information Systems**

411 West First Street • Room 210a • Duluth, Minnesota • 55802
218-730-5170 • Fax 218-730-5916 • www.duluthmn.gov

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**City of Duluth
Request for Proposal for an ECM Suite – Addenda #1
14-17DS
June 20th, 2014**

Questions received and Responses from the City:

1. **Question:** The \$250,000 total approved budget for 800 users I see in the RFP...is this the total for all licenses and services the city expects to pay for all 800 users to have access to the system, or will it be for a smaller subset of the 800 at this budget level, or just for the licensing portion without services?
City Response: It's not a requirement that this amount will cover licensing for all 800 staff. That is the amount allocated for the core infrastructure and initial go-live division(s), so that use can be expanded in the future.
2. **Question:** Is the city planning on a phased approach where more budget will be allocated for later phases?
City Response: Response: Yes, we will be phasing the rollout into future years, with budget allocated as necessary.
3. **Question:** What is the current ERP used at City of Duluth?
City Response: The City does not currently have a comprehensive ERP system. New World is the core application for the HR and Financial divisions. Infor EAM is used for Asset / Inventory management in some areas.
4. **Question:** Does the City own Oracle products?
City Response: The City currently has one instance of Oracle v8i. We do not have any more current instances of Oracle installed.
5. **Question:** Has the city already done a RFI previously?
City Response: No.
6. **Question:** Have you spoken to any vendors already about ECM systems?
City Response: City staff have reached out to multiple organizations to see if they would be interested in knowing when the RFP was posted. Some staff have seen demos of products to get a better understanding of what document management / enterprise content management is.
7. **Question:** Has the City used a consultant to assist with or write the RFP?
City Response: No.
8. **Question:** Will the City consider granting an extension of the due date?
City Response: The City would consider such a request.
9. **Question:** Could we get the RFP for the ECM in a word format so we can answer the questions directly in the proposal?



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EnterpriseECMSolution-
RFP060514.docx

City Response: Yes, see attached:

- 10. Question:** In Section 2.3 Existing Technology Environment, Is Microsoft Outlook the only email platform used by the City? Are there plans, in place, to move all users to Outlook 2013, or will there be users that will remain on Outlook 2010?

City Response: Microsoft Outlook is currently the only email platform used by the City. We have begun migrating staff to Outlook 2013 and will continue to do so, however the majority of staff remain using Outlook 2010.

- 11. Question:** In Section 3.5 Method of Award, Item #6, the City of Duluth mentions existing systems (ESRI, New World, AutoDesk). Does the City require the vendor to quote integration with all of these systems? If not, can you provide how many applications would the city like to integrate with and what type of integration (retrieval, data exchange) is required?

City Response: We do not require the vendor to quote integration at this time, however we would like to know if integration with these systems would be possible in the future. If it is, we'd like to know the types of integration available, as we have not solidified our workflows enough to be able to say the exact type of integration that may be needed.

- 12. Question:** In Section 4.1 Capacity Requirements, the City states that the current active network file storage is 5TB. Do you require the vendor, as part of the RFP, to estimate back file conversion services for both the 5 TB on network and the 10M paper documents? If yes, can you provide the current structure of this data today, a sample of the documents and the index file, if it is available?

City Response: We do not require the vendor, as part of the RFP, to estimate back file conversion services for the 5 TB on network or the 10M paper documents.

- 13. Question:** In Section 4.2 Compliance and Litigation Defense Requirements, Item #11, the City discusses non-digital integration including microfiche records. Do you have microfiche records today? If you have microfiche records today, do you want a microfiche scanner included in the proposal? What type of microfiche records do you currently have?

City Response: We do have microfiche records. You do not need to quote a specific scanner in the proposal, only explain the integration options available.

- 14. Question:** In Section 4.2 Compliance and Litigation Defense Requirements, Item #23, Can you clarify your expectation of e-discovery and provide an example of your current e-discovery process?

City Response: Our current e-discovery process is manual. We do not have a set expectation of e-discovery functions within the system, however would like to know how your tool could aid in the e-discovery process.

- 15. Question:** In Section 4.4 Process Oriented Business Efficiency Requirements, Item #6, Can you provide the name of the ERP system do you use today? Does the City require, as part of this proposal, the new ECM suite to integrate with your current ERP system?

City Response: The City does not currently have a comprehensive ERP system, so we do not require



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integration to be included as part of the proposal. New World is the core application for the HR and Financial divisions. Infor EAM is used for Asset / Inventory management in some areas.

16. **Question:** In Section 4.4 Process Oriented Business Efficiency Requirements, Item #7, Can you provide the format of your COLD streams (ASCII?)

City Response: We do not currently utilize any COLD streams and have not decided on a format to utilize in the future, if we choose that route.

17. **Question:** In Section 4.4 Process Oriented Business Efficiency Requirements, Items #4 and #5, Does the City require the vendor to include workflow into our pricing? If so, can you provide the # of workflows you require and any sample process documents to help with our estimation?

City Response: We do not require you to include specific workflows into your pricing.

18. **Question:** In Section 4.4 Process Oriented Business Efficiency Requirements, Items #8, Does the City require the vendor to include kiosks and mobile smart phones in our price?

City Response: No.

19. **Question:** In Section 4.5 Knowledge Oriented Efficiency Requirements, Item # 3, Does the City current use any CAD software? Does the City require, as part of this proposal, the new ECM suite to integrate with this CAD system?

City Response: The City does use AutoCAD software products. We would want to know if integration is possible, however integration would not need to be included in your pricing.

20. **Question:** In Section 4.6 Architecture, Item #2, Are there plans by the City to use SharePoint in the future?

City Response: The City is currently evaluating whether or not we will use SharePoint in the future, however a final decision may not be made until after the implementation of an ECM system.

21. **Question:** In Section 4.6 Architecture, Item #5, Does the City have a preference between on premise based solution and cloud?

City Response: We would like to evaluate any options available.

22. **Question:** General Question, Which departments are planned by the City for the solution?

City Response: We plan to roll out this solution City-wide in the future, however the initial number of departments to go-live will depend on funding and resource availability.

23. **Question:** Does the \$250,000 include budget for hardware if needed for the proposed solution?

City Response: Yes, this amount would also cover additional hardware needed.

24. **Question:** Professional Services are often needed for the analysis, design, development, implementation and post implementation support for projects such as these, especially when doing a content migration. Are the associated costs for these services included in the \$250,000 budget?

City Response: The costs for professional services for the initial implementation would be included in this cost. Additional funds will be allocated in future years for expansion of use.



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25. **Question:** The RFP asks about BPM capabilities. Could the city provide a description of the complexity of the workflow they will need with this solution?
City Response: As the City does not currently have an ECM solution in place, we do not currently have complex workflows built into most systems. We'd like a description of the different BPM capabilities available within your suggested solution.
26. **Question:** In order to quote the appropriate professional services, can you provide more clarification on the initial phase of the deployment? Are certain agencies or departments going to deploy first? Can you provide any sample process or work flows for the initial deployment?
City Response: Unfortunately I cannot provide any sample process or work flows for the initial deployment. The team is currently deciding what area to focus on first, however we'd like input from the solution provider on that decision. To help you provide a quote, I'll say that the biggest areas looking to go-live first are either the contract creation, routing, versioning and filing process or the new employee process of routing forms and approvals, on-boarding and off-boarding process. I would focus on one of those areas for the purposes of the quote.
27. **Question:** Can you let me know what prominent Case Management systems the City uses?
City Response: The City does not currently have a Case Management system.
28. **Question:** If the proposed system is licensed by named user on full function users and concurrent on read-only users, how should we breakdown the 800 system users for the quote?
City Response: Since we do not currently have an ECM system in place, this is difficult to estimate. For the purposes of this RFP, please consider 200 users as full function users and 600 as read-only users.
29. **Question:** How many of the total 800 users are frequent and infrequent? (Infrequent users based on 120 system logons per year and 15 minutes system usage per logon)
City Response: Since we do not currently have an ECM system in place, this is difficult to estimate. For the purposes of this RFP, please consider 200 users as frequent and 600 as infrequent.
30. **Question:** Could you provide an example of external integration or capture of documents from external sources, as mentioned under 4.2.10?
City Response: For example, Document #1 is stored in an application used by the Attorney's office. Is it possible for us to link/associate Document #1 to Document #2, which is stored within the ECM system, while still keeping it Document #1 in its' original location?
31. **Question:** Will all the 800 users be uploading content to the file shares mentioned under 4.3.6?
City Response: All 800 users have the potential to be uploading content to the file shares.
32. **Question:** What are the requirements around e-Forms as mentioned under 4.4.4? Is the requirement to be able to easily create web forms to capture data? Or is there a requirement for converting government forms, such as tax related forms currently in PDF, to an electronic form and publish the same through browser.
City Response: The City is looking for a system that will allow users to create web forms to capture data that is then easily actionable. We may look to recreate forms electronically that are currently in another



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format; however that would be done by a staff member after evaluating the process.

- 33. Question:** Explain the requirement for capturing COLD documents mentioned under 4.4.7. Is the City looking to capture COLD data generated from their mainframe system? How are the captured reports going to be utilized – for example, are overlays involved and is the City looking to publish statements to the general public using the data from the COLD files and overlays on top?

City Response: We do not currently utilize any COLD streams and have not decided on a format to utilize in the future, if we choose that route. We only ask if any functionality is available within your proposed solution.

- 34. Question:** Has the City already looked at software products prior to the release of this RFP and are certain products under strong consideration?

City Response: City staff have reached out to multiple organizations to see if they would be interested in knowing when the RFP was posted. Some staff have seen demos of products to get a better understanding of what document management / enterprise content management is. We are utilizing the RFP process to evaluate available options and no specific products are under strong consideration at this time.

- 35. Question:** Is there a hard requirement around electronic signatures mentioned under 4.5.8? Or would it be a consideration for the future.

City Response: Electronic signature functionality is strongly desired within an ECM tool. If it is not currently available please provide a timeline of when it is expected to be functional.

- 36. Question:** Clarify the requirement for Storage Extensibility under 4.6.1. The description talks about new functionality.

City Response: If we decide to expand the use of the proposed solution in the future, how easily can we expand the storage capabilities for an increased demand.

- 37. Question:** With reference to 4.7.3 – Implementation Support, assuming the solution would be traditional on-premise, is the City looking to obtain software only or software and professional services for end-to-end solution implementation as a response to this RFP? Or is there expectation that of a basic installation with knowledge transfer to the IT personnel, so the City can conduct the end to end implementation themselves? Is there more inclination towards a turnkey solution in the Cloud to save in-house effort?

City Response: City staff have reached out to multiple organizations to see if they would be interested in knowing when the RFP was posted. Some staff have seen demos of products to get a better understanding of what document management / enterprise content management is.

- 38. Question:** With reference to 4.7.6 – Performance Monitoring, is this an expectation for an on-premise solution, as well?

City Response: It is not an expectation for an on-premise solution.

- 39. Question:** Would the City consider a phased approach for the implementation? For example, would it be possible to identify the requirements under Scope of Work as Must Have and Nice to Have.

City Response: Yes, the City is expecting to implement a phased solution. The initial scope of work will



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depend upon budget and resource availability.

40. **Question:** Please clarify what kind of content the City wishes to syndicate on a website. What website is the City looking to publish to?

City Response: An example of information stored within an ECM solution that would want to be shared on our website would be a map of a City park. We'd want it available internally to maintain (if trails change, etc.) and we'd also want to make it available to the public. The website we would look to publish to is www.duluthmn.gov.

41. **Question:** What other repositories is the City referring to in 4.3.6?

City Response: For the purpose of this RFP you can just consider network file shares as the other repositories.

42. **Question:** What is the City looking to do with social media in 4.5.5?

City Response: The City does not have a defined plan of how an ECM solution would integrate with social media. We'd like to know if the proposed solution has any social media integration capabilities.

43. **Question:** What does the City mean by limits on report retrieval in 4.4.7? Is the City asking what our capabilities are in terms of what we can report on?

City Response: Can the tool limit availability of reports based on security roles? Can some reports be made available to some staff but not others? That is the type of information we'd like described in the response.